

DIRECTIONS FOR ISSUING PUBLIC NOTICE - TOC REMOVAL VIOLATION

*Notice shall be provided as soon as possible, but no later than **30 days** after the system learns of the violation. Notice shall be repeated at least every 3 months for as long as the violation continues. Proof of public notice, as described below, shall be completed and sent to DES within **10 days** of providing public notice.*

A COMMUNITY water system *must always* notify consumers by mailing or directly delivering the public notice to each customer receiving a bill and to other consumers to whom water is delivered.

IF persons regularly served by the system would not normally be reached by the mailing or direct delivery methods described above, the water system shall also use *at least one* of the following notification methods.

1. Publication of the notice for 3 consecutive days in a daily newspaper of general circulation that serves the area of the water system.
2. Posting the notice in public places served by the water system. [Posted notices must remain in place for as long as the violation persists, but in no case for less than 7 days, even if the violation is resolved.]
3. Furnishing a copy of the notice to radio and television stations that broadcast in the area served by the water system.

Additional methods (*e.g.*, electronic mail, delivery of multiple copies to hospitals or schools) may be needed since the notice must be provided in a manner reasonably calculated to reach all persons served.

The language in *italics* on the reverse side must remain unchanged. ***This language is mandatory.***

Corrective Action

In your notice, describe corrective actions being taken by the water system, such as investigating treatment options, hiring a consultant, or purchasing water from another water system.

Submitting Proof of Public Notice to DES

Within **10 days** after issuing the notice, the owner of the water system shall provide proof of public notice to DES. Proof of public notice shall consist of a copy of the notice that was distributed or posted, and each of the 3 full pages of newspaper articles – if this secondary method is used, **and** the following completed certification:

CERTIFICATION

I hereby affirm that public notice has been provided to consumers in accordance with the delivery, content, and deadline requirements in NH Admin. Rule Env-Ws 351, as outlined above.

First Delivery Method Used: _____ Date: _____

Second Delivery Method Used (IF needed): _____ Date: _____

Signature of Water System Owner

Water System Name

Date

Proof of public notification should be faxed to (603) 271-5171 OR mailed to:

DBP/SWTR Monitoring Section
Department of Environmental Services
Water Supply Engineering Bureau
29 Hazen Drive, PO Box 95
Concord, NH 03302-0095

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Treatment Requirements Not Met

The _____ water system recently violated a drinking water standard. Although this is not an emergency, as our customers, you have a right to know what happened, what you should do, and what we are doing to correct this situation.

We are required to monitor the removal of naturally occurring color in water through our water treatment plant. This color, measured as total organic carbon (TOC), combines with chlorine, which is added to control microbes, to form substances which may have adverse health effects. Test results for the [1-4] quarter of [year] show that the average TOC removal over the past 12 months has been less than required. The ratio of TOC we removed to the TOC we were required to remove should have been at least 1.00. Our average TOC removal ratio for the past 12 months was [value].

What does this mean?

This is not an emergency. If it had been you would have been notified immediately.

Total organic carbon (TOC) has no health effects. However, TOC provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of their respective maximum contaminant levels (MCL) may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

Tests taken during this time period **did/did not** indicate the presence of disinfection byproducts in excess of their MCLs.
(choose one)

What should I do?

You do not need to boil your water or take other corrective actions. However, if you have specific health concerns, please contact your health care professional.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers.

What happened? What is being done?

(describe why the violation occurred and what corrective actions have been taken)

We anticipate resolving the problem within _____. For more information, please
(estimated time frame)

contact _____ of _____ at _____
(name of contact) (name of system or company) (phone number)

or _____.
(address)

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

EPA #: _____

Date distributed: _____